

## **RESTRICTING CALLS To 900 AND 976 NUMBERS**

Effective: April 17, 1995  
Revised: February 8, 1999  
Owner: Russ Fairless

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### **PURPOSE**

To outline restricting calls to called-party-rated telephone numbers such as (area code) 900 and (prefix) 976 numbers.

### **SCOPE**

This policy applies to all State employees.

### **BACKGROUND**

Called-party-rated telephone numbers are those in which the charge for calling those numbers is not set by tariff but set by the called party. These numbers typically begin with either the prefix 976 or area code 900. In some cases other prefixes or area codes may be used. The vast majority of such numbers provide services that are not State business related. Moreover, these numbers are very often the target of hackers, who, because of the typically high cost of the calls, can very quickly generate very high charges.

### **POLICY**

Calls to called-party-rated numbers generally are not allowed because of the high risk inherent in allowing such calls.

Where technically possible, ITS will program telephone systems to allow calls to particular numbers at the request of the agency. Requests must be in writing and authorized by the agency director. At locations using call collectors, the requesting agency must also provide the rates for calls to the requested number, so that the proper charges can be billed.

ITS recognized that there are some numbers, software help lines for example, which do



provide services that agencies might legitimately need. However, except where the means exists to allow calling to those needed numbers, while still restricting calls to others, the risk is too great to offset the advantages.

